



New England Sounding Line



The newsletter of the National Network of Libraries of Medicine, New England Region, Jan. - Feb. 1998, Vol. 7, No. 5

Together Again!

By John A. Stey, Associate Director

EPS, the Electronic Payment System for Region 01, will cease operation as of March 31, 1998. All DOCLINE® libraries in Region 01 have been sent an invitation to join EFTS. We look forward to sharing resources between the two regions and welcome the opportunity to serve libraries in Region 01. An announcement on NEHSL-L will direct those interested to a listing of Region 01 EFTS participants on the new EFTS homepage at <http://nnlmner.uchc.edu/efts>. The NER staff will be happy to accommodate routing table changes when requested. See Mary Mylenki's article on page 2.

Jill Livingston resigned as Education Coordinator but will remain at UCHC in the Information Services Department of the Lyman Maynard Stowe Library. We wish her good luck and thank her for the contributions made to the NER program.

All network members should have received a copy of the Outreach RFP. The deadline for submitting a proposal is April 15, 1998. We are very interested in proposals dealing with state and local public health departments, AIDS, and projects involving minorities.

PubMed® enhancements released on January 26th included the addition of Loansome Doc™ for document delivery. Several libraries have commented favorably on the addition and how it expedites the ILL process within their institutions while others have begun to re-think offering Loansome Doc service to health professionals and consumers in their communities. The NER along with the other seven RMLs have experienced a tremendous increase in the number of users seeking Loansome Doc service. Your comments and concerns about PubMed and Internet Grateful Med® are still welcome and serve to provide feedback to NLM on ways to improve these products. Don't hesitate to call or e-mail the

NER office to update your Loansome Doc profile or request a sample Loansome Doc policy.

The Annual Regional ILL/Document Delivery Meeting co-sponsored by the NER and NAHSL will be held at the Publick House in Sturbridge, MA on April 16, 1998. This meeting is open to representatives from all health sciences libraries. Loansome Doc, EFTS and electronic transmission of documents will be discussed. Please send additional items for the agenda and/or concerns to John Stey at stey@nso.uchc.edu. Since lunch will be provided, be sure to RSVP to Cheryl Sinkler at sinkler@nso.uchc.edu.

In January the New England Health Sciences Libraries Listserv (NEHSL-L), replaced the NNLM-NER listserv formerly located at the UMASS Medical Center Library. Thanks to Annanaomi Sams and her staff for hosting the listserv during the past two years. NEHSL-L, a valuable communication utility for network members, is the cooperative effort of NAHSL and the NER office. It's a forum for discussion, a vehicle to disseminate information from the NER office and NLM, and a utility to solicit information not available locally.

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Connecticut

Maine

Massachusetts

New Hampshire

Rhode Island

Vermont

Check us out on the World Wide Web at <http://www.nnlm.nlm.nih.gov/ner/>

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John Stey, *Editor*
Ed Donnal, *Mng. Editor*

EPS To Join EFTS

by Mary Mylenki, Acting Director, NN/LM Middle Atlantic Region

As the Electronic Payment System (EPS) for document delivery in this region was approaching its one-year mark, RML staff engaged in reviewing and evaluating the program in terms of how it has served our users and where it could be improved. In December we sought feedback from regional DOCLINE participants, both those enrolled in the EPS and those which had chosen not to enroll.

Well, we asked for your opinions on EPS, and we got them. The response rate was gratifyingly high. Thanks to all who took the time to reply. There were some things you like and some you do not (no surprise there). Details of the survey results appear in the January-February issue of the regional newsletter, *Middle Atlantic Perspective*, which you will be receiving shortly.

Now, as a result of a careful evaluation of the program and its users' needs, we have decided to drop the EPS and fold Region 1 network members into the Electronic Funds Transfer System (EFTS) used by the New England Region (Region 8).

Among the advantages this will bring are: one system for all the states in the two regions; monthly detailed transaction reports; the ability to handle differential charges such as additional rush or fax charges, or varying charges to members of special groups, as well as non-DOCLINE transactions such as OCLC.

This change will take effect April 1, 1998. All DOCLINE libraries in the region will be receiving, under separate cover from the Region 8 RML, a mailing which contains a clear and detailed description of the EFTS and an invitation to join. At the same time, all individual EPS participants will receive a letter from the Region 1 RML telling them of this decision and asking for their authorization to transfer their accounts to Region 8. No transfer of actual funds would take place until the library's registration had been verified. New York State medical ILL subsidy funds will not be automatically transferred from EPS to EFTS accounts. New York libraries can expect to hear directly from their RRLRS system about the distribution of state funds.

Please look out for these mailings. If after reading them you have questions, please feel free to contact the RML office, preferably by e-mail or fax. We look forward to the implementation of a program which we believe will be advantageous to all participants.

EFTS Update

We are pleased to have Region 1 join the EFTS. This should remove any barriers to resource sharing with our neighbors to the south. Information on the EFTS can now be found at a new web address. The URL is <http://nnlmner.uchc.edu/efts>. Benefits to using the system, instructions for joining as well as resources which include participants and the Transaction File Builder can be found there. Suggestions or comments are always welcome. On page 6 of this issue is a card you can cut out and keep for reference. It has the phone number, web address and e-mail for EFTS.

The next generation EFTS software is currently being developed by the University of Connecticut Health Center and the National Network of Libraries of Medicine™ New England Region and will be available for other parts of the country in 1998.

The NER office will also be presenting an electronic poster at MLA on EFTS and its developments. Stop by and say hi.

DOCLINE Via The Internet

The National Library of Medicine has been encouraging libraries to migrate their DOCLINE access to the Internet and I'm pleased to say that the New England Region is responding. As libraries are getting access to the Internet, librarians are stepping up to the challenge of learning something new and as the software has become easier to use, this transition is being met. There have been quite a few people who have contacted the office in the last several months and we have answered their questions and in some cases walked them through the process of downloading software and setting it up. It seems that every case ended with, "that was easy." So, if you're still on the sideline with Internet access waiting to jump in, give us a call at 860-679-4793 and we'd be happy to help you join the others.

MAHSLIN ANNUAL MEETING 1998

*Working Toward the Millennium..Preparing for the
Libraries of Tomorrow*

Sheraton Tara Lexington Inn
727 Marrett Rd (Exit 30B off I95 [Rt 128])

Lexington, MA

April 29, 1998

Please direct any Annual Meeting questions to Florence
Mercer, Conference Chair (978) 463-1000 Extension
2480 or e-mail fmrcer@ajh.org

REGISTRATION DEADLINE: APRIL 14, 1998

Current Countway 1997 Subscriptions List Now Available !

A comprehensive and updated listing of the approximately 3,000 serial titles currently (as of December, 1997) received on subscription by the Countway Library of Medicine at the Harvard Medical School is now available for purchase by interested institutions and individuals. This volume of over 300 pages has a soft cover with a plastic binding and contains titles, linking entries and complete holdings statements.

Checks or money orders for the amount of \$20.00 (this includes postage and handling) should be made payable to: Francis A. Countway Library of Medicine.

Send payment to:

Elizabeth Curry
Resource Management Dept.
Countway Library
10 Shattuck St.
Boston, MA 02115
Phone: (617) 432-1378

Correction-PubMed And Subheadings

In the last issue of the NESL, the article on searching PubMed with subheadings erroneously excluded the proper syntax as the quotation marks were left out. The corrected paragraphs are as follows.

To limit a search by subheading, enclose the MeSH® term followed by a forward slash and the full name of the subheading (no abbreviations) in quotation marks.

For example, to search for the term myocardial infarction with the subheading diet therapy, enter "myocardial infarction/diet therapy" into the search box.

To limit using more than one subheading, simply create a search string for each subheading and combine sets with a boolean operator.

For example, to search for the term myocardial infarction with the subheadings diet therapy and drug therapy, type the following into the search box. "myocardial infarction/diet therapy" AND "myocardial infarction/drug therapy".

We apologize for any problems this may have caused. If you have any questions concerning searching PubMed, please contact the office.

HIV/AIDS Workshop Manual

The *HIV/AIDS: Putting the Pieces Together Workshop Manual*, <http://www.auhs.edu/~AIDSinfo> has recently been revised under an NLM purchase order number 467-MZ-701531. The Manual was done by the Institute of Academic Informatics at Allegheny University of the Health Sciences and is intended to be used as both a reference source and in conjunction with a training course.

Certificates

Without the libraries, there would be no National Network of Libraries of Medicine. Certificates of formal recognition of participation in the network have been sent out to all network members. If you didn't receive yours, please contact the office.



NetWorthy

by Nancy Putnam, Outreach Coordinator

I am looking forward to this upcoming year which promises to be full of exciting new adventures and challenges. By the end of my first year I hope to look back and see that I have become a presence within the medical community throughout the New England Region and am a person to whom this community will turn to for information needs.

My first conference exhibit was in Boston for the Yankee Dental Conference. Therefore in keeping with the dental theme I have located some excellent dental web sites that you may want to take a look at.



<http://www.ada.org>

This is the official web site of the American Dental Association, a professional association of dentists dedicated to serving both the public and the profession of dentistry. There is an abundance of information on this site, including current news, research and clinical issues, patient and consumer services and new dentists information. It also contains a WAIS search engine for CE course listings and information on dental education.



<http://www.hivdent.org>

The goal of this web site, created with an educational grant awarded by Bristol-Myers Squibb and Colgate Oral Pharmaceuticals, is to share expertise in advocacy, development, training, integration, and evaluation of oral health services for the HIV infected population with dental health care providers. It is a very detailed web site and discusses topics such as infection control, nutrition, and current public policies.



<http://www.dentalsite.com>

This web site has something for everyone. For dentists it has links to dental specialty web sites, CE and dental schools, labs, services, products, classified ads, medical links and directories. For assistants and hygienists it has schools and programs, hygiene information, fun links, products and classified ads. Information is also available for technicians and the general public.



<http://www.massdental.org>

Finally if you go to the Massachusetts Dental Society site, you can locate information on the Yankee Dental Conference. This site also gives patient information and locates dentists in Massachusetts.

GRANTS GALLERY

by Marion Holena Levine

Sharpen your pencils and set aside some time to put those great outreach ideas you've been thinking about down on paper! It's that time again - the New England Region's annual Request for Proposals for Outreach Projects in New England.

The NN/LMNER will fund projects from \$1,000 to \$24,000 for outreach projects that improve access to biomedical information consistent with the NN/LM™ mission. Individual librarians, local health library consortia, state and regional health library associations, and N.E. healthcare organizations can apply for this funding.

Suggested projects include PubMed/Internet GRATEFUL MED training, demonstrations or exhibits; the Internet; AIDS information access; service to underserved areas or rural/urban/minority populations. Exhibiting at information technology conferences or fairs or working with your local public library on consumer health information resources also are within the goals and objectives of these projects. Other creative ideas for improving access of health professionals and libraries/organizations to health information are also encouraged.

The deadline for the proposals is April 15, 1998. Submissions will be evaluated and ranked by an independent subcommittee of the NN/LMNER Regional Advisory Committee. For additional information and/or a copy of the Statement of Work for these projects, please contact John Stey. John's address, phone number and e-mail address can be found on the second page of this newsletter.

DOCLINE Manual Update Online

The updated DOCLINE manual, available on the Web at <http://www.nlm.nih.gov/psd/cas/docline/contents.html>, contains the system enhancements which were implemented in February 1997, as well as a linked table of contents and updated information on access to DOCLINE over the Internet. Chapter 17, sample DOCLINE transactions in BORROW, is currently being updated. You will be notified by NLM when it has been revised. Current DOCLINE participants are encouraged to use the updated web version. New DOCLINE participants who have Internet access are to use the Web version of the manual.

DOCLINE Activity

First Allmerica Financial Life Insurance Company, LIBID: 01653A; SERHOLD: AWF, has dropped out of DOCLINE.

Union Carbide Corporation, LIBID: 06817A; SERHOLD UCC, has joined DOCLINE.

State Of The Consortia

The five state consortiums that make up the New England Region were involved in many different projects last year. A brief highlight for each one is given here with the more complete report listed in the electronic version of the newsletter.

Health Sciences Libraries of New Hampshire and Vermont

- Hosted the video teleconference: "The Future of Librarians: Positioning Yourself for Success." with University of Vermont in March and further explored the topic at the Spring meeting.
- Hosted the NAHSL conference held in Burlington, VT.
- Supported its members in dealing with the obstacles of delivering health information efficiently in rural and remote areas and continues to explore developing standards and practice guidelines.

Topics to explore in 1998 are: how to assess the information needs of various practitioners in different settings; impact/relationship of telemedicine to health science libraries; impact of "free" MEDLINE services on health science librarians; and long-range planning in health sciences libraries.

Massachusetts Health Sciences Library Network

- The "NETWORK NEWS" was published for the first time on the web site.
- Sponsored a CE program "UCMP ONLINE" and have plans for "MOLECULAR BIOLOGY: A FRIENDLY INTRODUCTION".
- Developed a multitype library network throughout the state with The Massachusetts Board of Library Commissioners. Services are in the process of being implemented.

This year will see the honoring of some members with the recently established MAHSLIN Recognition Award and planning of the trolley tour of Boston at NAHSL in September.

Maine Health Science Libraries and Information Cooperative

- Participated in a three month trial period of OCLC's FirstSearch, with HSLIC purchasing a block of searches for distribution to members who did not subscribe on their own.
- Contributed to the PUC/NYNEX settlement, entitling the health science libraries in the State to acquire 56k lines for Internet connections (free for three years).
- Participated in the current State trial of general interest, full-text databases and periodical resources.
- Provided educational sessions: "Beyond Medline",

"DOCLINE Routing Maps...the importance of getting them right" and "Web Page Design...the basics."

Activities for 1998 include planning for the 1999 NAHSL conference; looking at technology issues; continuing outreach into our communities to bridge the gap between the health information have-and-have nots (extending the definition of our "community" into the general public); and looking into resource sharing issues involved with our own consumer health collections.

Connecticut Association of Health Science Librarians

- Found bylaws to be outdated and in process of assessment and modification.
- Sponsored a facilitated meeting resulting in seven reasons why members attend. Top two reasons were: communication-networking and professional development.
- Created CAHSL web page with intent of being primary channel for communication to its members.
- Became an official group at the Connecticut Hospital Association to have more visibility within the health care institutions of Connecticut.
- Discussed an outside vendor sponsorship of programs and luncheons in the future. Possible guidelines are being discussed.
- Workshops on grant writing and copyright were held.

Association Of Rhode Island Health Sciences Libraries

- Began updating the group's bylaws.
- Hosted a continuing education course on Docline.
- Distributed the bi-monthly newsletter HealthSci/RI almost exclusively via e-mail.
- Began to negotiate with the Consortium of Rhode Island Academic and Research Libraries (CRIARL) to merge the ARIHSL union list into the CRIARL union list.
- Participated in the Library Advocacy Task Force, the Coalition of Library Advocates, and the NNLM/NER RAC.
- Made preliminary plans to update the book union list.
- Submitted a letter of support for the Rhode Island Department of Health's grant application to the National Institute of Health for an outreach program.

Future plans include merging the ARIHSL union list into the CRIARL union list, sponsoring a joint SLA/ARIHSL program, and partnering with the Department of Health in its new outreach program.

Prefixing A DOCLINE Request

by Edward Donald, Network Coordinator

Webster defines prefix as "to settle or arrange in advance" and this means something to those who "Do DOCLINE." Like most controversial issues, there are two sides. Some libraries taking a stand at the extremes and most libraries somewhere in the middle. For those not aware of this feature of DOCLINE, the 13th prompt under BORROW is ROUTING PREFIX >. This allows the borrowing library to send the request directly to a particular library instead of allowing the system to find a match. A review of the statistics for the last quarter shows that there were 256 libraries using DOCLINE in the New England Region and 56 (22%) of them prefixed more than 50% of their loans. The grand total line shows that of the 58,020 requests input by those 256 libraries over the quarter, 10,441 were prefixed or 18%. This may be surprising as "DOCLINE is NLM's **automated** interlibrary loan request and order referral system" and the numbers indicate that for one in five requests, someone is determining who has the article first before logging on.

If DOCLINE is supposed to "make the match" for the librarian, then why are so many still prefixing?

Let's look at some of the reasons why a potential lender was arranged in advance of the request ever seeing DOCLINE. One reason may fall under the "it ain't broke, so don't fix it" mentality. Procedures are in place for staff to consult the union lists or microfiche and it is producing results. Another factor may be the comfort of knowing who got the request. It isn't put forth on the tide in a bottle waiting to find a home. A third reason offered would involve the timeliness of getting the request back. In this age when the information was needed yesterday, prefixing may return the article quicker than letting it route through the system.

On the other side of that coin are the questions that may arise from one of the 45 libraries that didn't prefix once. Isn't a strength of the system the matching up of holdings with a request? A request is entered and DOCLINE will figure out who has it. Why would you want to spend time "prearranging" when there are so many other things that need your attention? It's supposed to make the job easier and although it isn't broken, there may be a better way. The random algorithm used will spread out the load so "your friend" doesn't end up with most of your requests. Wouldn't you want to be on the receiving end of that as opposed to always be the "go to" library? And finally, if you really need the article now, plug it in DOCLINE and see where it's routed (this is immediate). Then call the library up and see if they can get it out quickly. This will eliminate any wait until they next receipt their loans. The same lists or fiche that you're consulting should be the ones that are used to report to SERHOLD®. If you find a match for prefixing, so should DOCLINE. If you come across cases where this isn't true, call the office with

the specific example so we can research it and see where the problem lies.

It is obvious that this is an issue and lines have been drawn in the sand. We would invite you to share your view from where you are standing. We would like to feature in a future issue of the newsletter views from the field on this issue.

NLM Technical Bulletin 1998 Jan-Feb

This is the first issue of the *Technical Bulletin* that is only available in electronic format. We have summarized the table of contents with the entire issue available at http://www.nlm.nih.gov/pubs/techbull/jf98/jf98_technote.html. If you don't have access to the Web, please contact the office for a copy of the *Technical Bulletin*.

Technical Notes

PubMed 2.0 Up on the Web

On Monday, January 26, 1998, PubMed 2.0 became available on the Web. Some of the new and advanced features in this version of PubMed include:

- Loansome Doc Ordering System
- MeSH Browser
- Details of Search Display
- Citation Matcher
- MeSH Searching Enhancements

For more information about these and the other new or improved PubMed features you may go to:

<http://www.ncbi.nlm.nih.gov/PubMed/news.html>

LSIOU Order Information

Ordering and pricing information for the *List of Serials Indexed for Online Users* (LSIOU) is available. It may be obtained, free of charge, from the NLM web site at the following address:

<http://www.nlm.nih.gov/tsd/serials/lsiou.html>

Hospital and Health Administration Index available

The Index is the primary printed guide to journal literature on health policy and reform issues, integrated health care, managed care plans, community accountability, health care accessibility, and over 1,400 other administrative and planning topics.

Additional Transition Classes added to Online Training Schedule

In response to an overwhelming demand for the new online class, *Making the Transition: Converting to PubMed and Internet Grateful Med to Search NLM's Database*, nineteen additional classes were added to the training schedule in early January. Please check the National Online Training Center web site at

<http://www.nlm.nih.gov/mar/online> for further details.

AVLINE® Update

Library Consultants

The New England Region office maintains a list of people who are willing to provide consulting services in various areas of library service. The areas are:

- Automation/Networks
- AV Collection & Service
- Collection Development
- Consumer Health
- Database/Online Services
- End User Services
- Internet
- Needs Assessments
- Space Planning & Design
- Starting a new library
- Telehealth

If you would like a copy of the list or if one of these categories describes your background and expertise and you'd be interested in having your name added to the consultant list, please contact the office.

PubMed Now Delivers

The big news in January was that Loansome Doc has been added to PubMed. This new enhancement has prompted a pronounced increase in the number of calls the NER office has received for a referral to a Loansome Doc provider. The libraries have also seen an increase in calls asking about using this service and many have contacted the office for clarification on how to provide the service, copies of LD policies to model their own after, and to change their status as to who they will provide the service to.

Basically Loansome Doc is a mechanism to submit requests electronically. It will replace the citation on a crumpled napkin with a verified request that can easily be dumped back into DOCLINE if the library doesn't have the journal. (There's even an indication on the incoming request if the library owns the title or not.) The request can also be submitted by the user at their convenience from a remote location.

If you are interested in providing Loansome Doc service, spread the word to your affiliated patrons that your services have been enhanced with this alternative method to submit requests. If you'd like to serve unaffiliated health professionals or consumers and develop a service that can be a revenue producer, contact the NER office. We also have copies of policies from other libraries that we'd be happy to fax you to use as models as you create your own and, once you're done, we'd be happy to include yours for others to see.

Cushing/Whitney Medical Library Receives Grant

Gillian Goldsmith, New Haven Health Project Coordinator

The Cushing/Whitney Medical Library at Yale University has received a grant from the National Library of Medicine to create a database of New Haven public health information. The database, titled *New Haven Health*, will be a publicly accessible Web site which will function as a central World Wide Web repository for information regarding the public health of the greater New Haven area. The Web site is intended for faculty, researchers, students, administrators, health officials, community organizations, and others interested in the public health of New Haven. *New Haven Health* will include databases of vital and health statistics, current and historical public health documents, community organizations, and images from the history of health care and public health in New Haven. Links to related Web sites will be provided, as well as finding aids to unique, non-digital resources held at local libraries and historical societies. Additionally, a listserv has been created for the discussion of public health research in the greater New Haven area.

Nancy Roderer, Director of the Cushing/Whitney Medical Library, is working with the Epidemiology and Public Health Library, the Yale University Schools of Medicine, Public Health, and Nursing, Medical Informatics and Academic Computing at the Yale University School of Medicine, the New Haven Health Department, the New Haven Free Public Library, and the New Haven Colony Historical Society to develop the content of the database. For additional information, please contact Gillian Goldsmith, New Haven Health Project Coordinator, Cushing/Whitney Medical Library, (203) 737-2954, gillian.goldsmith@yale.edu.

New Haven Health

<http://www.med.yale.edu/newhavenhealth/>

EFTS The Electronic Fund Transfer System

The University of Connecticut health center
The national network of libraries of medicine
new england region

860-679-4500

**<http://nnlmner.uchc.edu/efts>
efts@nnlmner.uchc.edu**

Calendar of Events

March 31-April 1, 1998

The NN/LM NER staff will be exhibiting at the New England Healthcare Assembly.
Boston, MA

April 6-7, 1998

Introduction To Web-Based Searching, Boston, MA
Info: 800-338-7657, press "2"
<http://www.nnlm.nlm.nih.gov/mar/online/request.html>

April 9, 1998

The NNLM NER staff will be attending the CAHSL program *UCMP Online - An Electronic Search and Order System for Health Science Librarians*
9:30am-6pm
UCHC, CT

April 16, 1998

Regional ILL/Document Delivery Meeting
Publick House

Sturbridge, MA
Call 860-679-4500 to R.S.V.P.

April 17, 1998

Regional Advisory Committee Meeting
Publick House
Sturbridge, MA

May 22-27, 1998

The NNLM NER staff will be attending the MLA annual conference.
Philadelphia, PA

InterCEPt Hits The Road

Vince Boisselle , Technology Coordinator

As you may remember, the NN/LM New England Regional office accepted a contract enhancement to work with the National Library of Medicine's Office of Computer & Communications Systems staff on the Internet Connectivity Evaluation Project (InterCEPt). Data collection for the region began February 13th. Prior to that, John Stey dashed up to Massachusetts, while I enjoyed a grand tour of Maine and New Hampshire in an effort set-up and configure the PCs to be used in the study. Many thanks for the hospitality you showed us!

The four regional sites that are connected with a T1line or better, and the National Library of Medicine, all use GTE/BBN Planet as their Internet Service Provider (ISP). With this in mind, we felt that it would be more beneficial to spread the tests across at least one more ISP. Preferably, one who 'owned' their own backbone, as well as one that provided access via a toll free number. MCI Telecommunications Corporation was chosen to provide dial-up service for the testing.

Surprisingly, choosing an ISP to provide dial-up service has presented the largest barrier to the study thus far. Most ISPs required a credit card to establish an account - including several large providers who would not accept purchase orders, or bill for service. In the end, MCI was chosen not only because they matched our requirements; but also because the University of Connecticut Health Center already has an established account that could be directly billed. ☺

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